



Customer Safety and Power Restoration Priorities

Safety is Our Top Priority:

We care about your safety. If you see a downed power line, assume it is energized and extremely dangerous. Keep yourself and others well away. Do not touch it or try to move it. Be mindful that downed power lines can sometimes be hidden in fallen trees, flooded areas and snow.

- Customers should report downed power lines by calling 911 immediately and then notifying PG&E at 1-800-743-5002.
- Customers can also call 1-800-743-5002 to retrieve outage status information for their neighborhood.

Power Restoration Priorities:

When our crews are called into action during a storm, there are specific steps they take to restore power as safely and quickly as possible:

1. **Protect public safety.** Our top priority is to clear downed power lines and ensure that critical facilities such as hospitals, public utilities, police and fire departments have power.
2. **Check generation facilities.** We make sure our power generation stations are safe and operational, so they can produce electricity for our customers.
3. **Repair transmission lines.** Electric transmission lines are the backbone of the system and deliver power from generation facilities to our substations. They carry electric power between 60,000 and 500,000 volts.
4. **Repair substations.** Substations lower the voltage of power coming from transmission lines before electricity is routed to the distribution system that delivers power to local communities. Transmission lines and substations serve tens of thousands of customers.
5. **Repair distribution feeder or primary lines.** Distribution feeder lines deliver power between 2,000 and 50,000 volts from substations to distribution transformers that serve 1,000 to 3,000 customers.
6. **Repair distribution tap or secondary lines.** Tap lines branch off of feeder lines to deliver power at less than 2,000 volts into pockets of 20 to 300 homes.
7. **Connect individual service drops to customers.** We then repair power lines that deliver electricity directly to individual homes and businesses. Residential service drops typically include two 120-volt lines and one neutral line.

In addition to customers, PG&E focuses on restoring communities following a major storm. Important facilities such as large shopping centers with grocery stores, restaurants and gas stations also receive priority to help get the communities we serve back on their feet.

If a series of multiple storms impacts our service area over several days, we also prioritize restoration for individual customers who are experiencing extended outages from the initial storms.